

**JOB CLASSIFICATION  
ADMINISTRATIVE ASSISTANT**

**Overview –**

An administrative assistant provides secretarial and administrative support to an administrator or other agency staff.

**Examples of Work -**

- Types manuscripts, correspondence, reports and other documents from corrected copy, rough draft, or oral instruction using Microsoft Word.
- Uses Microsoft Outlook software to schedule meetings and maintain supervisors' calendars.
- Receives telephone calls and visitors and arranges for appointments and interviews.
- Interacts with public and private executives, professional staff, and the general public via telephone, Microsoft Outlook email, and in-person
- Opens, sorts, reads and distributes incoming correspondence.
- Assembles, compiles and summarizes data into a concise form, and prepares reports.
- Maintains important and confidential records, schedules, expense accounts, and office supplies.
- Proofreads outgoing correspondence and reviews records for completeness and accuracy.

**Knowledge, Skills, and Abilities –**

- Expertise in using Microsoft Office software, including Word and Outlook.
- Knowledge of office practices, procedures and equipment.
- Knowledge of business English, spelling, punctuation and grammar.
- Ability to maintain records and prepare reports.
- Ability to maintain confidentiality of records, reports and other material.
- Ability to deal with officials, the public and co-workers in a courteous and tactful manner.
- Ability to communicate effectively.

**Education and Experience -**

- Education - Graduation from an accredited high school or possession of a high school equivalency certificate.
- Experience – Two to three years performing secretarial / clerical work.